TECHNICAL SERVICE BULLETIN

BULLETIN NUMBER: B089/B093 – 010 **06/22/2004**

APPLICABLE MODEL:

GESTETNER – DSM622/DSM627
LANIER – LD122/LD127
RICOH – AFICIO 2022/2027
SAVIN – 4022/4027

SUBJECT: PAPER FEED JAM

PAPER PATH

PARTS

SYMPTOM:

A non-paper-feed jam occurs when the paper tray is almost full.

CAUSE:

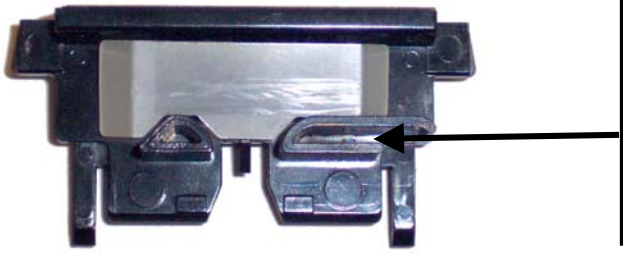
The non-paper-feed jam is caused by a burr on the top surface of the Friction Pad. This burr was generated due to a mold failure. Two molds were used to produce the Friction Pad. The Friction Pad with the burr is from mold number 2 only.

SOLUTION:

Determine the cause of the jamming issue.

1. Find the root cause (is jamming related to the friction pad or not?)

   (1) Check the machine's production date.
   Please check the machine's serial number. A list of serial numbers of the affected machines is can be found in Units Affected.
   (2) When does the non-paper-feed jam occur?
   Basically, if the non-feed jam is caused by the friction pad, it only occurs when the paper tray is almost full. Please check the amount of paper in the tray. Also, if the paper orientation is Short Edge Feed, the occurrence rate will be higher.
   (3) Check the mold number of the friction pad.



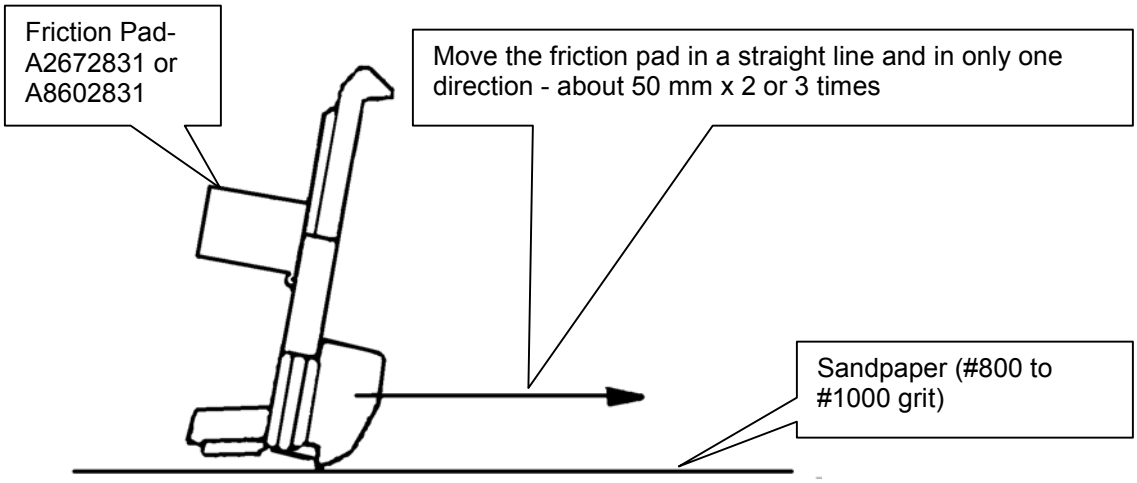
There is a Mold Number indication located here: (1 or 2)
Mold 1: Good friction pad
Mold 2: Possible bad friction pad

Copyright © 2005 RICOH Corporation. All rights reserved.

From the above 3 points, please verify that the non-paper-feed jam is caused by the friction pad.

2. If a symptom is related to the friction pad, please try the following actions:

    1. Remove the burr using #800 to #1000 grit sandpaper or emery cloth. To do this, first, remove the friction pad from the unit. Second, place the sandpaper on a flat surface. Then invert the friction pad and remove the burr as follows: Put the friction pad on the sandpaper, move it 2 or 3 times in only one direction (in a straight line, not circular) as shown below. As a precaution, do not move in two directions (for example, do not move it backwards and forwards). To feed the paper smoothly, grinding should be in one direction.


Friction Pad-
A2672831 or
A8602831
Move the friction pad in a straight line and in only one direction - about 50 mm x 2 or 3 times
Sandpaper (#800 to #1000 grit)

    After removing the burr by sandpaper, please check paper feed when the paper tray is full.

    2. If after performing the above procedure the nonfeed jam continues to occur, replace the friction pad.

3. If the symptom is NOT related to a bad friction pad, please do the following:

    (1) Check the paper feed clutch
    If the lot number of the paper feed clutch is 339, this clutch may not produce the necessary torque.
    (For more detail, please refer to Technical Service Bulletin B089/B093 - 005).
    In this case, please replace the paper feed clutch.

    (2) All other cases
    Please try to adjust the bottom plate pressure with SP mode.
    (Please refer to B089/B093 Service Manual section 7.3 - Paper Feed Troubleshooting)

GENERAL:

			REFERENCE	
PART NUMBER	**DESCRIPTION**	**QTY**	**PAGE**	**ITEM**
A8602831	Friction Pad	1	37	18
A2672831	Friction Pad	1	37	19

UNITS AFFECTED:

The following are the serial number ranges of B089/B093 copiers containing the potentially defective friction pads (January to the mid-April 2004 production).

MODEL NAME	SERIAL NUMBER
Gestetner DSM622 Lanier LD122 Ricoh Aficio 2022 Savin 4022	From J8341300001 to J8341600320 J8345100001 ~ 0005, 0007 ~ 0016 J8345200001 ~ 2562 J8345300001 ~ 0467, 0469 ~ 0563, 0565 ~ 0614, 0616 ~ 0631, 0676 ~ 0691
Gestetner DSM627 Lanier LD127 Ricoh Aficio 2027 Savin 4027	From J8441300001 to J8441600001 J8445100001 ~ 0035, J8445200001 ~ 1252, J8445200001 ~ 1252 J8445300001 ~ 0117, 0119 ~ 0232, 0234 ~ 0280, 0282 ~ 0284, 0286 ~ 0288, 0290, 0293, 0296, 0298 ~ 0299, 0301 ~ 0342